

“OpusCapita’s goal was to create one coherent event management model. OpusCapita and Fujitsu focused on getting control over the most important technology platforms and systems event management processes.”

Matti Toivonen  
Business Development Manager  
OpusCapita

OpusCapita partners with Fujitsu to deploy ServiceNow to create a single solution that can correlate incidents and events automatically for more efficiency.

#### At a glance

Country: Finland

Sector: Financial Services

Founded: 1984

Website: [opuscapita.com](http://opuscapita.com)

#### The challenge

OpusCapita had no solution in place to automatically recognize, correlate and combine the thousands of events coming in from different incidents. Every single notice of an event needed to be handled manually, which was time consuming and error prone.

#### The solution

OpusCapita chose the Event Management solution from ServiceNow and Fujitsu as the partner to deliver the solution. With careful planning, the new solution was rolled out in just two months.

#### Benefits

- The project was completed on time and in budget
- ServiceNow offers a single place where the correlation of events and incidents can be done automatically and efficiently
- The number of errors has decreased threefold thanks to the event management process
- OpusCapita can now easily bring new services to the centralized error management and therefore create better visibility

## The customer

OpusCapita helps organizations sell, buy and pay more effectively by providing them with extended purchase-to-pay and order-to-cash solutions. With 600 million transactions processed annually by over 8,000 customers across more than 100 countries, it has created a global ecosystem where buyers, suppliers, banks and other parties connect, transact and grow. OpusCapita is transforming sales, procurement and financial processes for the digital age. In 2016, OpusCapita's net sales were EUR 240 million and employed 2,000 professionals. Founded in 1984, OpusCapita is headquartered in Helsinki, Finland. OpusCapita is a fully owned subsidiary of Posti Group Corporation.

## Products and Services

■ FUJITSU Professional Services

## The challenge

OpusCapita had no solution in place to automatically recognize, correlate and combine the thousands of events coming in from different incidents. Every single notice of an event had to be handled manually and necessitated digging up the root incident they were related to. As the work was done manually it was very time consuming and error prone. The goal for OpusCapita was to take control of the event management process and implement a solution for this.

"We started the project with a detailed analysis of the current situation. We had a look at our processes and how the events are managed and identified the sources of these events," explains Matti Toivonen, Business Development Manager, OpusCapita. "After this had been done we figured out what the best platform for us would be. We ended up choosing ServiceNow."

## The solution

OpusCapita chose the Event Management solution from ServiceNow and selected Fujitsu as partner to deliver the solution. The ServiceNow solution offers a single place where the correlation of events and incidents can be done automatically and efficiently.

"We chose Fujitsu as the partner because they have a strong technical knowledge and understanding of the ServiceNow platform," adds Toivonen. "Fujitsu was also able to produce realistic time schedules for the project helping us to reach our concrete goals."



OpusCapita's objective was to create one coherent event management model to support the international operations of the company. During the project, OpusCapita and Fujitsu focused on getting control over the most important technology platforms and systems event management processes. Together, they created a model and capabilities of the chosen systems, after which, OpusCapita itself integrated the remaining systems as a part of the new process and ServiceNow.

## The benefits

The other important goal was to decrease the number of errors with a well-managed event management process. So far, this goal has been exceeded threefold. Additionally, OpusCapita can now easily bring new services to the centralized error management and therefore create better visibility.

According to Toivonen, the implementation of the ServiceNow was an outstanding IT project, because it progressed towards the goals like a train on a track. The goals set out for the project were accomplished within the timeframe and budgetary constraints. The implementation project was carried out during 2013 and lasted for just two months.

"We understood, that our partner cannot have the knowledge about our technology platforms and systems, but that we have to have our home base in order first. Before the project it was important to create a description of the current state, so that our partner could fully understand where our problems lie," concludes Toivonen. "When the status quo analysis was done smartly, we were ourselves able to guide the project and also answer the questions directed at us from the partner side. In this way Fujitsu was able to consult us and tell us what was and wasn't possible. We changed the intended event management-model based on this, in a way that made it possible to carry it out within ServiceNow."

## FUJITSU

Email: [info@se.fujitsu.com](mailto:info@se.fujitsu.com)